

## **Questions to Ask: Commitment and Buy-In**

### **Leadership**

- What is the leadership's plan to ensure and sustain community commitment and buy-in?
- What barriers are anticipated that might influence program implementation and how will these barriers be addressed, both inside and outside the organization?
- How will leadership address possible resistance to systems change both inside and outside the organization?

### **Staff/Providers**

- How will all staff be engaged to work to create a hospitable environment for a new program?
- How will staff be trained and supported to ensure and sustain commitment and buy-in.

### **Support Staff**

- How will current recruitment and hiring policies be changed or addressed if found to inhibit or delay of program implementation
- How will the new program affect billing for new services and what systems will be required to accommodate these changes?